

# Afnic quality of service performance

April 2017

## DNS Service

Target :

Global availability of the .fr resolution service		100 %	100 %
in detail...			
		Availability	Average response time
UDP	IPv4	97,51 %	68,09 ms
	IPv6	98,08 %	69,49 ms
TCP	IPv4	99,89 %	136,56 ms
	IPv6	99,45 %	142,67 ms

## Registration Service

Availability of the domain creation operation	100 %	99,4 %
Handling domain creation operations in less than 3 seconds	98,4 %	95 %

In period of availability, from receiving the request from the Registrar to the the notification indicating the creation is published in the Whois database

- **For the other registration processes:**

Authorization requests answered within 2 working days	100 %	90 %
-------------------------------------------------------	-------	------

The being cases that require further expertise

- **Delay of new creation publications:**

Average of the .fr zone file daily updates	143,8	130
--------------------------------------------	-------	-----

- **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	100 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99,6 %	99,4 %

In period of availability.

Availability of the domain availability check service	100 %	99,4 %
Answers on the domain availability check service (available for registrars) in less than 500 ms	100 %	100 %

In period of availability.

## Customer Service

- **Phone calls:**

Registrar calls answered in less than 3 minutes	95 %	90 %
-------------------------------------------------	------	------

- **Emails:**

Requests that have received a qualified answer in less than 2 days	95 %	90 %
--------------------------------------------------------------------	------	------

Remaining requests require Registry experts

- **Delay on Technical operations information:**

Announcing maintenance operation on its technical infrastructure 10 days before.	100 %	100 %
Information on the website <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service.	0 / 0	100 %
...within the hour.	100 %	100 %